

Anas Marzouk

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Work History

**FEB 2020 -
Current**

Cashier:

Zawad AL mandi Restaurant: UAE-Dubai

- Manage transactions with customers using cash registers
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets and Redeem stamps and coupons
- Resolve customer complaints, guide them and provide relevant information and Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Handle merchandise returns and exchanges

**Oct 2019 -
Feb 2020**

Public relations manager:

Khalil Obaid building maintenance -UAE Dubai

- Building relationships with existing and new clients.
- Managing clients relationships.
- Managing and mentoring junior members of staff.

**Jan 2018 -
May 2019**

Call center representative

ITBS/ IT Business Solutions : Syria- Damascus

- ITBS/ IT Business Solutions : Syria- Damascus
- assist callers who have questions regarding the services or products
- Identifying and assessing customers' needs to achieve satisfaction
- Managing incoming calls and customer service inquiries

Jan 2018 -
Nov 2017

Teller

Al-Haram Exchange: Syria- Damascus

- Receives counts and manages cash at beginning of every shift
- Familiarize with branch customers and validate their transactions
- Processes foreign exchange transactions
- Records all transactions according to branch guidelines and procedures

Jun 2014 –
Aug 2019

Private English Teacher

- created lesson plans responsive to individual students' needs
- teaching various levels of English language learners
- learning the importance of continuing my education



Education

Jan 2012 - Faculty of English Literature

Jan 2019 Bachelor degree Faculty of English Literature
- Damascus University



personal information

- Date of Birth: Jan 1st 1995
- Nationality: Syrian.
- Marital Status: Single.



Skills

Arabic (as mother tongue)

English - Good in reading, writing and conversation

Microsoft office (Word _ Excel)

Presentation/public speaking





Client Account Management

Report writing.

